



Job Posting

Title: Coliseum Event Manager

*For more information on this full-time benefited position, please contact Mark Anderson, Director of Human Resources, at (317) 927-7508 or email manderson@indianastatefair.com. To apply for this position, please visit <http://www.candidatelink.com/indianastatefair>. Thank you for your interest.

Position Summary

The purpose of this position is to serve as the primary point of contact for all corporate, private, non-profit, consumer/trade shows, and select public events. This position coordinates events from inquiry stage through the planning stages, up to on-site management the day of event.

Essential Functions and Responsibilities

1. Serves as the Event Services Department liaison and client representative to provide planning, implementation and delivery of all assigned events.
2. Creates and follows through on events from the initial client meeting and preparation of client estimates and rental agreements through final billing. Oversees third-party vendors to ensure quality product and events for clients.
3. Keeps clients informed as to status of deadline schedules including but not limited to floor plan submissions, set-up specifications, insurance requirements and other relevant details.
4. Communicates all event requirements (staffing, set-up plans, etc.) to appropriate departments.
5. Oversees guest services, building security, emergency preparation and crowd control procedures for assigned events; monitors compliance and responds to concerns as needed.
6. Creates and maintains events files; creates and distributes Event Data Sheets for all events.
7. Attends appropriate planning, organization and other event and facility meetings in support of facility operations.
8. Acts as manager on duty (MOD) as required.
9. Conducts facility tours for prospective clients.
10. Receives and responds to complaints from tenants and the public or refers them to the Coliseum General Manager.
11. Completes special projects as assigned by the Coliseum General Manager.
12. Assists with Box Office operations and general event support as needed.

Skill Requirements

1. **Strong customer focus:** Able to demonstrate a high level of service delivery; does what is necessary to ensure customer satisfaction; deals with service failures and prioritizes customer needs.
2. **Understanding of policies and procedures:** Able to act in accordance with established guidelines; communicates and enforces organizational policies and procedures; recognizes and constructively conforms to unwritten rules or practices.
3. **Excellent interpersonal relations:** Able to relate effectively to a wide range of people, personalities and demographics; is able to “connect” with others in a variety of circumstances so that people are able to feel a level of comfort and ease around that person.
4. **Organized and accurate:** Able to perform work and job function with precision and accuracy; realizes

errors can have significant impact on desired results and is able to avoid errors in almost all circumstances.

5. **Excellent communication skills:** Able to clearly present information through the spoken or written word; reads and interprets complex information; talks with customers and clients; listens well.
6. **Flexibility:** Ability to work beyond normal business hours as required, including but not limited to, nights, weekends, and holidays.

Educational/Experience Requirements

- Two (2) years of event experience in a stadium, arena, convention center, or public assembly facility setting highly preferred
- Bachelor's degree in business administration, management, marketing or a related field
- Knowledge of operational characteristics of events, including crowd management and control, fire and public safety regulations, food service practices, and A/V equipment
- Proficiency in Microsoft Office; AutoCAD experience preferred

Job Complexity

Work requires some judgment in applying well-established procedures and methods.

Supervisory Responsibilities

This position has supervisory responsibility over contracted event staff

Supervision Received

This position will receive routine supervision from the Coliseum General Manager, who will occasionally review work to ensure completion. Work is performed under general guidelines, procedures and rules.

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